

**E 3792**



Reg. No.....

Name.....

**B.A. DEGREE (C.B.C.S.S.) EXAMINATION, NOVEMBER 2022**

**Fourth Semester**

B.A. English (Model II)—Vocational—Administrative Assistant

Vocational Course—OFFICE PROCEDURE AND PRACTICE

(2013—2016 Admissions)

Time : Three Hours

Maximum Marks : 80

**Part A (Very Short Answer Questions)**

*Answer all questions.*

*Each question carries 1 mark.*

1. Delegation of authority.
2. Flow process charts.
3. Group lay out.
4. Office environment.
5. Box files.
6. Stencil duplicators.
7. Upward communication.
8. Centralised correspondence.
9. Special resolution.
10. 'Agenda'.

(10 × 1 = 10)

**Part B (Short Answer Type Questions)**

*Answer any eight questions.*

*Each question carries 2 marks.*

11. What is an office ?
12. State the position of the office manager.
13. What is span of management ?

**Turn over**





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14. State any four advantages of good office layout.
15. What is office space planning ?
16. Write a note on colour conditioning.
17. List the advantages of horizontal filing.
18. Write a note on vertical card index.
19. What is meant by strip index ?
20. Write a note on paper folding machine.
21. What is 'picturephone' ?
22. Define statutory meeting.

(8 × 2 = 16)

**Part C (Short Essay Type Questions)**

*Answer any **six** questions.  
Each question carries 4 marks.*

23. Briefly discuss the duties of the office manager.
24. What is office organisation ? Outline the steps in organisation.
25. State the different types of layout. Also state the advantages of good layout.
26. Describe the importance of an ideal office environment.
27. Discuss the importance of lightning and ventilation in the office.
28. What are the characteristics of efficient filing system ?
29. Write notes on : (a) Open shelf filing ; and (b) Lateral filing.
30. Discuss photocopying and its usefulness in the office.
31. What are the requisities of a board meeting ?

(6 × 4 = 24)





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**Part D (Long Essay Type Questions)**

*Answer any **two** questions.  
Each question carries 15 marks.*

32. What do you understand by extra ordinary general meeting? Explain secretary's duties in connection with it.
33. State the various methods of duplication used in a large sized modern office.
34. Outline the procedure for handling incoming mail.
35. Describe the important considerations to determine the space requirements in an office.

(2 × 15 = 30)

